

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JASON KREMER AND KREMER PLUMBING
SERVICES, LLC

COMPLAINANT

V.

NORTHERN KENTUCKY WATER DISTRICT

DEFENDANT

CASE NO.
2025-00286

ORDER

This issue arises from a complaint filed on August 15, 2025, by Jason Kremer and Kremer Plumbing Services, LLC. (Kremer Plumbing Services), against Northern Kentucky Water District (Northern Kentucky District) alleging ongoing mismanagement and failure to maintain accurate records.

In its September 22, 2025 Order, the Commission found the complaint filed by Mr. Kremer did not state fully, clearly, and with reasonable certainty an act or omission by Northern Kentucky District of which failure to comply is alleged. Nor did Mr. Kremer currently allege a violation of a regulation, Commission Order, tariff or statute by Northern Kentucky District. In addition, the Commission found that Mr. Kremer's complaint failed to comply with Kentucky law and the requirements of 807 KAR 5:001, Section 4(4), by representation of a business before a state administrative agency while not an attorney licensed to practice law in Kentucky.

The Commission further found that Mr. Kremer should be afforded the opportunity to amend his complaint within 20 days of the date of service of the Order as a *pro se* complainant representing himself, or with representation of an attorney if Kremer Plumbing Services was to remain a party to the proceeding.¹

On October 13, 2025, Mr. Kremer, acting as a *pro se* complainant, filed an amended complaint with the Commission on behalf of himself and, purportedly, on behalf of Kremer Plumbing Services, which the Commission finds stated fully and clearly an act or omission by Northern Kentucky District. However, in violation of 807 KAR 5:001, Section 4(4), Mr. Kremer continued his attempt to include Kremer Plumbing Services as a party to the complaint. Accordingly, the Commission finds the complaint should be dismissed without prejudice and the case closed.

Should Mr. Kremer decide to refile his complaint under a new case number, he should file as a *pro se* complainant representing only himself or hire an attorney, if Kremer Plumbing Services is to remain a party to the new proceeding.

While procedural issues prevent the Commission from moving forward with this complaint, initial review of the substance indicates that Mr. Kremer's request is one that should be able to be resolved without Commission involvement pursuant to the applicable portions of Northern Kentucky District's tariff. Accordingly, the Commission finds that Northern Kentucky District should communicate with Mr. Kremer, its customer, to provide him with the process required to change the utility customer at the subject address. To facilitate this communication, a copy of this Order should be served upon Northern Kentucky District.

¹ Order (Ky. PSC Sept. 22, 2025) at 3.

IT IS THEREFORE ORDERED that:

1. The formal complaint filed by Mr. Kremer and Kremer Plumbing Services is dismissed without prejudice.
2. Should Mr. Kremer decide to refile as a *pro se* complainant, he shall file the complaint as only himself as the complainant.
3. Should Mr. Kremer decide to refile with Kremer Plumbing Services as a party to the proceeding, he shall have an attorney licensed to practice law in Kentucky file a signed complaint.
4. A copy of this Order shall be served upon Northern Kentucky District.
5. This case is closed and removed from the Commission's docket.

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PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director



Case No. 2025-00286

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